

# Seven Strategies to More Inclusion

## Talk About the Importance of Diversity

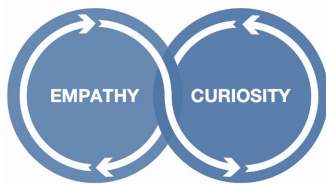
- Speak up, discuss & encourage others to do the same.

## Be Intentional

- Focus on kindness and respect
- Don't make assumptions about employees, clients & peers
- Follow their lead regarding relationships & pronouns
- It's OK to ask

## Practice Empathy

- You just need to put yourself in the other person's shoes.
- The goal of empathy is not to have the answer or always agree.



## Cultivate Meaningful Connections

- Combine high empathy with high curiosity and make meaningful connections.

## Model & Support Inclusion

- Focus less on changing others' behavior and more on changing your own.

## Don't Overcompensate

As you invest in shaping an inclusive culture be cautious you do not fall into new bias pitfalls:

- Don't assume a level of familiarity that is unprofessional
- Don't give people from underrepresented groups a pass for poor performance or inappropriate behavior

## Develop Responses to Counter Bias

Publicly 'calling people out' as biased will most likely result in them feeling defensive or ostracized. Instead, state:

- I realize that some may be ok with that term, but I am uncomfortable with it. Would you be open to X instead?
- I'm not sure I understand. What do you mean by X?
- You may not have meant it that way, but some would find your comment very demeaning.
- I haven't experienced that with this person. Do you mean assertive rather than abrasive?